



U.S. Department of Veterans Affairs
Manager Job Aid
Assess Employee Current Role Competencies

Manager Job Aid: Assess Employee Current Role Competencies

(Revision Date: April 03, 2024)

Purpose

As a VA **Manager**, your responsibilities include developing the skills and abilities of your employees based on assessing a set of job-specific core competencies. The competency assessment process gathers ratings from you and your subordinate employee. Once the process is complete, your manager ratings are compared with the expected proficiency levels for the various competencies, as assigned to the employee's current job position using an IDP Role. The competency assessment process identifies both positive and negative skill gaps, relating directly to the employees' current role and roles to which they aspire. Based on these gaps, the employee can add development goals and related learning activities using the TMS 2.0 (TMS) **My Development Plan (MDP)**.

The Manager's competency assessment ratings are the official ratings of record and become the foundation for discussing employee development needs and documenting those needs on the employee's development plan. Using **MDP**, the employee and manager can identify and track progress for career development goals. Employees can add supporting learning activities to goals to help close the gaps and/or increase skills necessary to their current or future positions. **MDP** is flexible, as goals and activities change with the needs of employees and the organization change, and helps promote a "future ready" workforce.

In this job aid, you will learn how to:

- Task A. Access "My Assessments" (to find your employees' assessment forms)
- Task B. Complete a subordinate employee's Current Role Competency Assessment Form
- Task C. Review Assessment

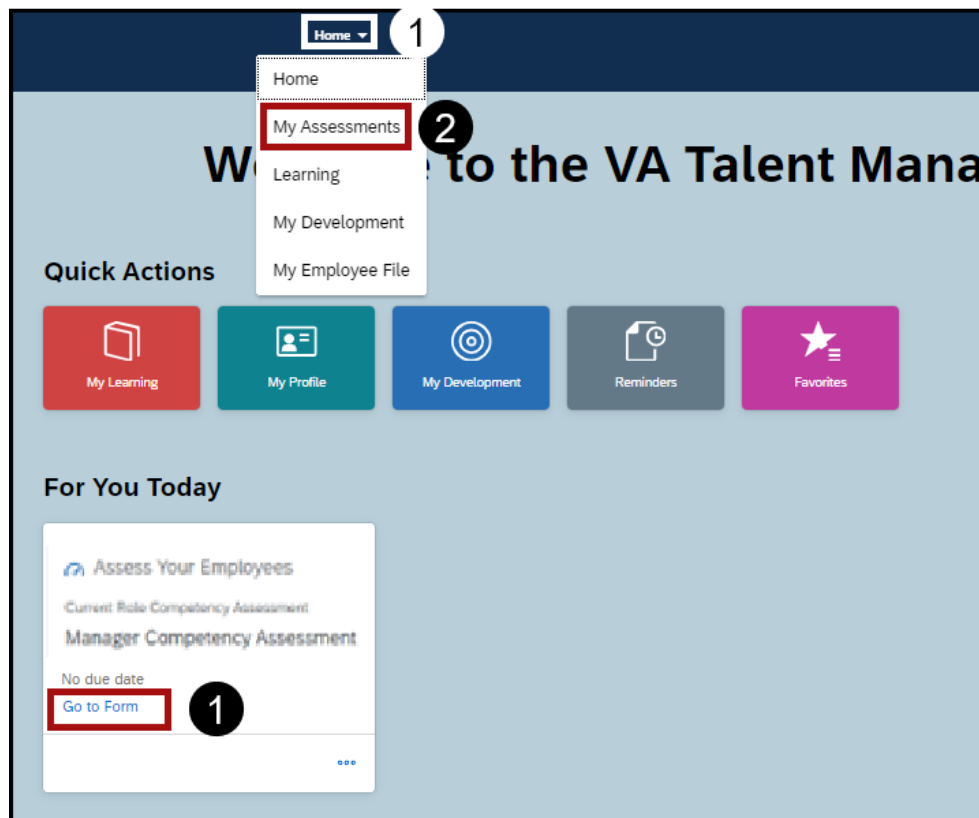
Before beginning, make note of the following;

- This employee competency assessment is available for VA employees as a tool for **professional development** purposes only. Results are **not to be used** to evaluate employee performance ratings.

- Before you can assess your employee and review the employee's MDP, the employee must validate the manager in TMS using **Validate/Update Manager** on the TMS Learning Homepage.
- Competency assessments results and development goals are confidential between the manager and the employee. Continuous conversations about the development of your employees, in both their current and future roles, are encouraged.
- This competency assessment is a three-part process: Step 1: Employee completes competency self-assessment and submits it to the manager; Step 2: Manager completes and submits the manager assessment; and, Step 3: TMS generates a gap analysis using the manager's rating as the official ratings. **NOTE:** The employee and manager assessments are identical to one another and the two steps are completed in sequence independent of each other.

Task A. Access “My Assessments” (to find your employees’ assessment forms)

1. There are two ways to access My Assessments. The easiest method is to choose the **Go to Form hyperlink** within the tile listed under For You Today. The second way is to select the Home drop-down menu.
2. Select My Assessments.



- After your employee submits the self-assessment, the form will be listed on the My Forms (Inbox) page. To launch the manager competency assessment, select the **hyperlink** under the **Form Title** column.

My Assessments

Search for actions or people

Reviews Team Overview

My Forms

All Forms

In Progress

Inbox

En Route

Completed

Form Status

Items per page 10 Page 1 of 1 Showing 1--1 of 1 ☐ All ☒ My Direct Reports

Display Options

☒ Form Title ☒ Employee ☒ Step ☒ Date Assigned ☒ Step Due Date ☒ Form Start Date ☒ Form End Date ☒ Form Due Date ☒ Last Modified ☒ The name listed is for tracking purposes only - for questions regarding this form contact Support

Form Title	Employee	Step	Date Assigned	Step Due Date	Form Start Date	Form End Date	Form Due Date	Last Modified	The name listed is for tracking purposes only - for questions regarding this form contact Support	Action
Current Role Competency Assessment for A0010 DMLMUSER	A0010 DMLMUSER	2024 FY - Assess Employee Current Role Competencies	03/14/2024	01/31/2024	03/05/2024	04/04/2024	04/04/2024	03/14/2024	A0010 DMLMUSER	i

Task B. Complete a subordinate employee's Current Role Competency Assessment Form

Before beginning, review each section on the assessment form (**Route Map**; **Disclaimer and Instructions**; and **Role Specific Competencies**) for instructions and the standard rating scale.

NOTE: On the **Route Map**, Step 1 - Assess Current Role Competencies should have a green checkmark, indicating the form has been completed by the employee.

The screenshot shows the 'Route Map' section of the assessment form. It contains three steps in a sequence:

- Step 1:** 2024 FY - Assess Current Role Competencies. This step is highlighted with a red box and a green checkmark, indicating it is completed.
- Step 2:** 2024 FY - Assess Employee Current Role... This step is marked as 'Due 01/31/2024' and has an information icon.
- Step 3:** Completed. This step is marked as 'Completed' and has an information icon.

As you proceed through assessing your direct report's current role competencies, there will be a running gap analysis at the top-right of the page. At any time, you can select this area and see a gap analysis of your rating versus what the direct report rated themselves.

The screenshot shows the 'Gap Analysis' window, which displays a comparison of ratings between the assessor and the direct report. The window is titled 'Gap Analysis' and has a close button (X) in the top right corner. It shows the following data:

3 Items rated higher than		3 Items rated lower than	
Role Specific Competencies (3)	Gap	Role Specific Competencies (3)	Gap
Change Management	+1.0	Data Management and Analysis	-1.0
Clinical Practice Workflow Analysis	+1.0	Informatics Patient Safety	-1.0
System Use and Training	+1.0	Partnership Management	-1.0

- Each competency listed displays the employee's self-assessed ratings and comments (located to the right of the manager rating area). You will assess each competency listed under the **Role Specific Competences**. **NOTE:** The **Save and Close** button is at the end of the form. Progress can be saved and completed later.

Application Support
Enables healthcare capabilities and the evolution of technology adjoined to the EHR to deliver quality care by developing, testing, implementing, monitoring, maintaining, and optimizing informatics tools and facilitating access to them.

Application Support Behavior Statements

1 - Awareness
2 - Basic
3 - Intermediate
4 - Advanced
5 - Expert

Employee's Self-Assessment Rating & Comments (1)

Manager's Assessment Rating & Comments (2)

Other Ratings (3)

Self Rating by A0007 DMLMUSER ⓘ

● ● ● ● ○ 4.0 - Advanced

Official Rating ⓘ (4)

○ ○ ○ ○ ○ ○ Select a rating...

- Start by reading the Competency Name and Competency Definition.

Application Support (2)

Enables healthcare capabilities and the evolution of technology adjoined to the EHR to deliver quality care by developing, testing, implementing, monitoring, maintaining, and optimizing informatics tools and facilitating access to them.

- Read the Ratings and select “**Show Behavior Descriptions**” to view/hide behavior descriptions of each rating level (Awareness, Basic, Intermediate, Advanced, Expert).

Application Support

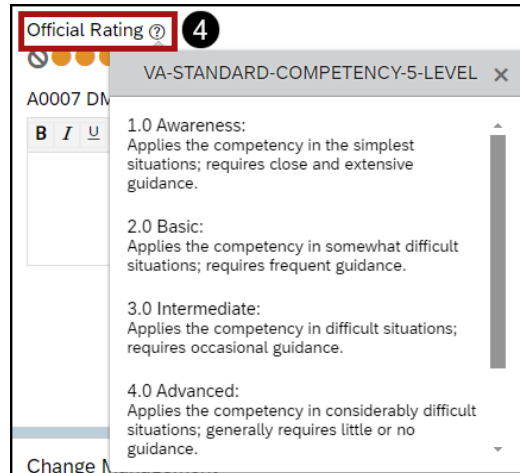
Enables healthcare capabilities and the evolution of technology adjoined to the EHR to deliver quality care by developing, testing, implementing, monitoring, maintaining, and optimizing informatics tools and facilitating access to them.

Application Support Behavior Statements

1 - Awareness
2 - Basic
3 - Intermediate
4 - Advanced
5 - Expert

Show behavior descriptions (3)

4. (Optional) To view the rating definitions, select the **question mark icon** next to Official Rating. Use this scale as a reference. In the below example, VA-Competency-5-Level Descriptions are being used.



5. Assess each competency individually. For this example, there are five options on the Rating Scale that align with the VA Competency 5-Level, plus an option to select “N/A or Too New To Rate”. Select the rating that best describes the proficiency level for each competency. The “Too New To Rate” option is the circle with a line through it. **NOTE:** You must select a rating for each competency. Your ratings are shared with the employee on the completed form.

The screenshot shows the 'Official Rating' dropdown menu with a question mark icon. The selected rating is '5'. Below the dropdown is a text area for 'A0007 DMLMSUPERVISOR's Comments' with a rich text editor toolbar. The toolbar includes buttons for Bold (B), Italic (I), Underline (U), Bulleted List, Numbered List, Indent, Outdent, Link, and Unlink, along with a 'Size' dropdown and 'A-z' text alignment options.



6. Use the **Comments** section to provide rationale and examples to support the rating. Your comments are shared with the employee on the completed form.

Official Rating ?
 ○○○○○○ Select a rating...
 A0007 DMLMSUPERVISOR's Comments
 B I U | | | | | | | | | | Size A-z

7. Once you rate each competency, use the **Overall Comments** section at the end of the form to provide any input pertaining to this specific assessment process or assessment period. Your overall comments are shared with the employee on the completed form.

Overall Comments
 A0007 DMLMSUPERVISOR's Comments
 B I U | | | | | | | | | | Size A-z

8. At the bottom of the form, select **Cancel** to return to the assessment form, **Save and Close** to save progress and return later to complete, or **Submit** to mark your assessment as complete and ready to serve as the official competency assessment ratings. **NOTE:** If you do not rate all the competencies and you select the Submit button, an error window will display. Selecting OK will return you to the assessment form to address the missing competencies.

8 Cancel Save and Close Submit

9. Finally, a second **Submit** page will be displayed. You must select the **Submit** button again to complete the manager competency assessment process. **Important:** you need to click the **Submit** button again in this step to complete manager step. TMS will then generate the gap analysis for the employee. If you need to edit your ratings or comments before sending to your manager, select **Cancel & Return to Form**. After you submit the form, you will **NOT** be able to make further modifications.

Submit

You're about to submit this form for completion. A copy of the form will be sent to your Completed folder.

9

Submit

Cancel & Return to Form

Task C. Review Assessment

Once you submit your manager assessment, the **My Forms** page will appear. You can review the completed assessment form and any historical assessments by following the steps below.

1. Select **Completed** under All Forms.
2. Choose the **Un-Filed** option.
3. Select the **hyperlink** under the **Form Title** column for the form you want to review.

My Forms

All Forms

In Progress

Completed 1

Create New Folder

Un-Filed 2

Form Status

Items per page 10

« <

Page 1 of 1

> »

Showing 1–4 of 4

☒ All
 ☐ My Direct Reports

Create New Folder

Move to Folder:

Select Folder

Move

> Display Options

Form Title	Employee	Form Start Date	Form End Date	Form Due Date ↑	Completed On	Action
☐ Current Role Competency Assessment for A0007 DMLMUSER	A0007 DMLMUSER 美国	03/05/2024	04/04/2024	04/04/2024	03/11/2024	i

- The completed form will show both the employee and the manager's competency ratings and comments. A side-by-side comparison displays the manager (left) and the employee (right) ratings each competency.

NOTE: The **Route Map** shows the steps in the assessment process. Completed employee and manager steps and the complete assessment process are indicated with green checkmarks.

NOTE: To return to **My Forms**, select **My Assessments** from the main navigation drop-down.

The screenshot displays the 'Route Map' interface for an assessment process. At the top, a progress bar shows three steps: 1. '2024 FY - Assess Current Role Competencies' (completed with a green checkmark), 2. '2024 FY - Assess Employee Current Role Competencies' (completed with a green checkmark), and 3. 'Completed' (completed with a green checkmark). Below the progress bar, the 'Disclaimer and Instructions' section states: 'Disclaimer: This self-assessment is available for VA employees as a tool for learning development purposes only.' The 'Role Specific Competencies' section shows a 'Standard Rating Scale and Proficiency-level Descriptions' table. The 'Application Support' section includes 'Application Support Behavior Statements' with a list of ratings: 5 - Expert, 2 - Basic, 4 - Advanced, 1 - Awareness, and 3 - Intermediate. The 'Official Rating' is shown as 3.0 - Intermediate. The 'Other Ratings' section shows a 'Self Rating by A0010 DMLMUSER' with a rating of 3.0 - Intermediate. Annotations with arrows point to the 'Employee's Self-Assessment Rating & Comments' and 'Manager's Assessment Rating & Comments' sections, which are highlighted with red boxes. A large number '4' is also present near the 'Show behavior descriptions' link.

- End of manager assessment process.